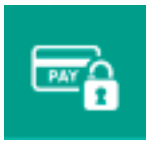


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NOV/DEC 2015 EDITION

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Online Bill Pay is **Back**



Beginning in November, our new Online Bill payment portal will be available for customers to pay their bill. The new payment portal can be accessed by the quick link at www.tcwd.ca.gov; look for **Automatic**

Payment Methods. The portal was designed to address feedback from our customers, while maintaining a high level of security and privacy. This new online bill pay portal will require the creation of a new online account for access. The payment portal will walk you through an easy setup process and soon you'll enjoy convenient payment processing of your monthly bill. We appreciate your patience while we worked diligently to implement this new system which is now more cost-effective and a better payment experience.

Proposed Rate **Changes**

In accordance with Proposition 218 and California Water Code, Trabuco Canyon Water District (TCWD) is required by law to only charge its customers the costs associated with providing water, wastewater and/or recycled water services. The District is dedicated to keeping rates low by maintaining lean staffing levels, absorbing increasing operational and maintenance costs where possible, and using reserves when necessary. However, much like other utilities and services delivered to homes, the costs involved to purchase, pump, treat and deliver water, both potable (fit for drinking and fire protection) and recycled water, and to collect and treat wastewater have risen and continue to rise. The District has had its share of State and Federal declared emergencies such as the 2007 wildfires and the 2010 flood and mudslides which significantly impacted, and continue to impact, the District's cost to provide

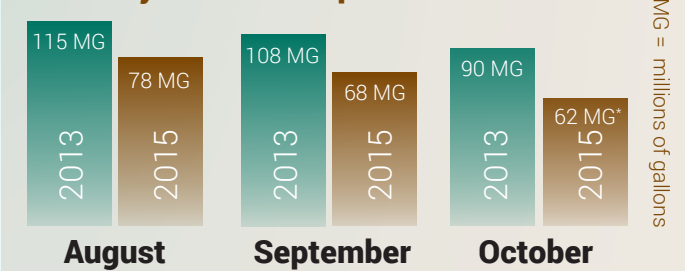
services. The current 2014/2015 State Drought Emergency is also impacting the District's revenues. As a consequence the District has used its water stabilization reserves to meet its operational expenses.

The District's Board of Directors has held a series of Regular and Special Board Meetings and Workshops on a monthly basis, beginning this past August, and the District has engaged in an extensive analysis of its water, wastewater and recycled water services, revenues and rates. Independent financial experts were commissioned by the Board to conduct this analysis and determine the true cost of services and their corresponding impacts to customer's bills. We extend our appreciation to the customers that attended and participated at those meetings and workshops. To learn more about the proposed rate increases, including explanations for the proposed rates, estimated impacts to an average customer bill, and the public hearing and protest proceedings, please contact the District Secretary at 949.858.0277 or visit the District's website at www.tcwd.ca.gov.

Water Hero **Program**

At the October 19, 2015, Special Board Meeting, the Board of Directors highlighted the tremendous response from TCWD customers to meet, and exceed on a monthly basis, the State Water Board's mandated Conservation Standard of 28% during the period of drought regulations. We would like to thank all of our Water Heroes who continually do exceptionally well at saving water, and ask you to keep up the great work.

Month-by-Month Comparison



*Pending State Water Board confirmation

El Niño Emergency Preparation

El Niño is a weather phenomenon characterized by unusually warm ocean temperatures in the Equatorial Pacific, which can have important consequences for weather around the globe. Among these consequences is increased rainfall across the southern tier of the United States, including Southern California.

Although El Niño will help in the short-term by providing much-needed rain to Southern California, it does not do much to solve the long-term drought we are facing. To truly make an impact on the drought, the Sierra Nevada Mountains need increased snow pack and rain needs to fall near the State's largest reservoirs in Northern California. California would need up to three times its average precipitation this winter and spring to make up for the lack of water during the drought, according to National Oceanic and Atmospheric Administration (NOAA).

Here's how you can prepare for El Niño around your home:

- **Get your roof ready for the rains.** Contact a professional roofer if you believe or are aware of any roof issues with your home.
- **Keep drains and flood channels clean.** Ensure debris in your yard doesn't collect where it can easily clog gutters during storms.
- **Clear your gutters** to make sure they drain well and don't cause water to back up. Make sure that you don't have any downpipe clogs.
- **Work from the inside out.** Inside your home, inspect your ceilings to make sure you are not experiencing signs of roof or other leakage. Be on the lookout for water rings, mold, or wall or ceiling discoloration.
- **Aerate and fertilize your lawn.** Prior to a rain event, aerate, and then fertilize your lawn in order to take advantage of the rainfall.
- **Shut off sprinkler systems when it rains.** Don't irrigate during and 48 hours after measurable rainfall.

Toys for Tots

This holiday season, TCWD has partnered with the U.S. Marine Corps Reserve and Toys for Tots to serve as a local toy drop location for the collection of new, unwrapped toys as gifts to give to less fortunate children in the community. If you would like to make a donation, please visit TCWD's Administration Facility located at 32003 Dove Canyon Drive, Trabuco Canyon from 7:00 a.m. to 4:00 p.m. Donations will be accepted through December 15th to allow enough time for gift distribution to those in need. For more information concerning the Toys for Tots Program, please visit their website at www.ToysForTots.org.



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The On Tap Newsletter is published and distributed by Trabuco Canyon Water District. We welcome your comments and questions. Please call or write Trabuco Canyon Water District, 32003 Dove Canyon Drive, Trabuco Canyon, CA 92679, Phone: 949.858.0277; Fax: 949.858.3024. www.tcwd.ca.gov